

## Family Support Officer – Person Specification

The following qualities are desirable for this post

**E = Essential D = Desirable**

### Job related knowledge, aptitudes and skills

Successful completion of a course of study in relation to child development or education e.g. N.V.Q. in Childcare and Education or equivalent.	E
Evidence of continuous training and personal development	E
Knowledge of issues related to the education of children with special educational needs and the rights of SEN families.	E
Understanding of government policy relating to Safeguarding Children	E
A good knowledge of Harrow and the services available.	D
Experience of working with children and families in a school setting	D
Successful experience of working as part of a team and ability to work independently.	E
Excellent communication skills, both in writing and orally.	E
Good organisational skills, initiative, ability to think on your feet and ability to follow through on tasks.	E
Excellent working knowledge of Microsoft Office packages including Outlook, Word, Excel and PowerPoint	E
Respect for the confidential nature of pupil and staff information.	E
A willingness to undertake relevant training to carry out the role effectively.	E
Awareness of health and safety and commitment to safeguarding of pupils.	E

### Personal

High personal motivation and a commitment to the ethos and aims of the school	E
Interpersonal skills, empathy and rapport with colleagues, children, parents and the community	E
The ability to respond to people as individuals and provide a very welcome approach to pupils, staff, parents and visitors to the school	E
Emotional intelligence with a mature, positive and calm nature	E
Ability to remain impartial	E
Ability to advocate for the families of Elmgrove	E
Ability to empower families to help themselves by showing them how they can access things e.g. making calls to social care, knowing their rights.	E
Understanding of personal strengths as well as areas for development and how this understanding may impact on work within school	E
Good time management and organisational skills	E
Flexible, adaptable (to work and time) and positive attitude	E

### Equal Opportunities

Commitment to equality of opportunity for all regardless of gender, disability, religion, and ethnic origin.	E
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